

Attachment 4

Past Performance Survey

Janitorial Service Contract for

The Greenville Spartanburg (GSP) Air Traffic Control Tower (ATCT)

PAST PERFORMANCE SURVEY

DTFAEN-12-R-00006

**Janitorial Service Contract
for
The Greenville Spartanburg (GSP) Air Traffic Control Tower (ATCT)
Greer, South Carolina.
page 1 of 4**

To: _____ (Point of Contact)
_____ (Company)
_____ (Phone)
_____ (Fax)

The Federal Aviation Administration is currently evaluating _____ and you were listed as a performance reference. It would be greatly appreciated if you would take 5 or 10 minutes to complete the following information and return to me via fax by **October 11, 2011** at: **Fax 404-305-5774**

If you have any questions or comments, feel free to contact me. Thank you in advance for your assistance.

**Hector L De Jesus
Federal Aviation Administration
Eastern Logistics Service Area
Acquisitions Branch,
Atlanta, GA
Tel-404-305-5763**

Please identify the project(s) that this company has performed for your organization, description, city, state, and approximate dollar value:

Respond to the following on a scale of 1 to 5, with 3 being Acceptable, and 5 being Outstanding.

1. Did the contractor commit adequate resources in timely fashion to the contract to meet the requirements and to successfully solve problems? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
2. To what extent did the contractor respond positively and promptly to technical direction, contract change orders, etc.? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
3. How reliably did the contractor follow through on commitments? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

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Page 2 of 4

4. To what extent did the contractor's management system provide visibility into problems and risks? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
5. How responsive do you think the contractor was to information requests, issues, or problems during the course of the contract? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
6. How effective has the contractor been in identifying user requirements? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
7. To what extent did the contractor have the ability to administer and manage the contract? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
8. To what extent did the contractor issue professional correspondence? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
9. How well did the contractor adhere to the Statement of Work? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
10. What was your level of satisfaction with the contractor's management and support staff? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
11. What was your level of satisfaction with the contractor's Supervisor(s)? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
12. To what extent did the contractor submit required reports and documentation in a timely manner? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
13. To what extent were the contractor's reports and documentation accurate and complete? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
14. To what extent was the contractor's maintenance and problem tracking/reporting documentation timely, accurate and of appropriate content? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
15. To what extent did the contractor comply with safety requirements? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
16. What was your level of satisfaction with the contractor's overall quality of service? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

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Page 3 of 4**

17. To what extent was the contractor effective in interfacing with the Government staff?
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
18. What was your level of overall customer satisfaction?
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
19. To what extent were the contractor's employees experienced and qualified?
1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

Respond: Yes or No.

20. Were there any cure notices issued? Yes: ____ No: ____
21. Was contractor pro-active? Yes: ____ No: ____
22. Did contractor suggest cost-saving changes? Yes: ____ No: ____
23. Would you recommend this contractor? Yes: ____ No: ____

For Federal contracts:

24. Were there any Labor Department Investigations? Yes: ____ No: ____
- 24a. If yes, please describe reason and final outcome.

- _____
25. Were there any safety investigations? Yes: ____ No: ____
- 25a. If yes, please describe reason and final outcome.

- _____
26. Were there any security investigations? Yes: ____ No: ____
- 26a. If yes, please describe reason and final outcome.

- _____
27. Was there a partial or complete termination for default or convenience? Yes: ____ No: ____

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Page 4 of 4

27a. If yes, please describe reason and final outcome.

28. Are there any pending terminations? Yes: ____ No: ____

29. What is/was the duration of the contract? _____

30. Were there any performance issues regarding the contractor's work? If yes, please describe.

Please provide other comments:

Signature: _____

Date: _____